

Amendments to the claims

Claims 1-35 (cancelled).

36. (original) Apparatus for capturing events comprising:
an interface for receiving data concerning first events;
a processor for inserting the data into a database, and identifying second events based on selected data being inserted into the database; and
an output for generating records representing the second events.

37. (original) The apparatus of claim 36 wherein the data includes identifiers identifying at least one class to which the first events belong.

38. (original) The apparatus of claim 36 wherein the records include identifiers identifying at least one class to which the second events belong.

39. (original) The apparatus of claim 36 wherein the first events concern outbound calls made from a call center, and the second events concern long distance connections made in the outbound calls.

40. (original) The apparatus of claim 36 wherein the first events concern conference calls made through a call center, and the second events concern long distance connections made in the conference calls.

41. (original) The apparatus of claim 36 wherein the first events concern outbound calls made from a call center, and the second events concern a selected service to which the outbound calls are connected.

42. (original) The apparatus of claim 36 wherein the first events concern conference calls made through a call center, and the second events concern a selected service to which the conference calls are connected.

Claims 43-80 (cancelled).

81. (original) A method for capturing events comprising:
receiving data concerning first events;
inserting the data into a database;
identifying second events based on selected data being inserted into the database;
and
generating records representing the second events.

82. (original) The method of claim 81 wherein the data includes identifiers identifying at least one class to which the first events belong.

83. (original) The method of claim 81 wherein the records include identifiers identifying at least one class to which the second events belong.

84. (original) The method of claim 81 wherein the first events concern outbound calls made from a call center, and the second events concern long distance connections made in the outbound calls.

85. (original) The method of claim 81 wherein the first events concern conference calls made through a call center, and the second events concern long distance connections made in the conference calls.

86. (original) The method of claim 81 wherein the first events concern outbound calls made from a call center, and the second events concern a selected service to which the outbound calls are connected.

87. (original) The method of claim 81 wherein the first events concern conference calls made through a call center, and the second events concern a selected service to which the conference calls are connected.

Claims 88-97 (cancelled).